

911 Emergency Response Advisory Committee

MINUTES

**THURSDAY ~ JANUARY 16, 2014 ~ 1:30 P.M.
REGIONAL EMERGENCY OPERATIONS CENTER
5195 SPECTRUM BOULEVARD, RENO, NEVADA**

MEMBERS

Daniel Johnson, Chair
Duane Meyer, Vice-chair
Mike Brown
Chris Maples
John Slaughter
Shannon Wiecking
Teresa Wiley

1. CALL TO ORDER AND ROLL CALL [Non-action item]

Chair Johnson called the meeting to order at 1:30 p.m. A quorum was established.

PRESENT: Mike Brown, Daniel Johnson, Chris Maples and Duane Meyer.

ABSENT: John Slaughter, Shannon Wiecking and Teresa Wiley.

Jen Gustafson - Deputy District Attorney, was also present.

2. PUBLIC COMMENTS [Non-action item]

There were no public comments.

3. ELECTION OF OFFICERS [For possible action] – 1) Chair; and 2) Vice-chair

Chair Johnson opened nominations for the position of Chair and Vice-chair.

Member Brown nominated Member Meyer to serve as Chair, representing Washoe County. Chair Johnson seconded the nomination.

Member Meyer accepted the nomination to serve as Chair representing Washoe County.

The nomination to elect Duane Meyer as Chair of the 911 Emergency Response Advisory Committee representing Washoe County carried: Members Brown, Maples, Meyer and Chair Johnson assenting; and Members Slaughter, Wiecking and Wiley absent.

Member Brown nominated Member Maples, to serve as Vice-chair representing the City of Sparks.

Member Maples accepted the nomination to serve as Vice-chair. Chair Johnson seconded the nomination.

The nomination to elect Chris Maples as Vice-chair of the 911 Emergency Response Advisory Committee representing the City of Sparks carried: Members Brown, Maples, Meyer and Chair Johnson assenting; and Members Slaughter, Wiecking and Wiley absent.

Chair Johnson turned the meeting gavel to Chair Meyer.

4. APPROVAL OF MINUTES [For possible action] – November 21, 2013

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Chair Meyer opened public comment on the previous meeting minutes and suggested the draft November 21, 2013 minute be amended as follows: modify the motion to include: 1) “Technology Services and PSAP (Public Safety Answering Point) personnel will work with Exacom and provide updates on progress being made on the issues to include no cost for the recorder at the Washoe County facility and include IP radio updates needed to the other recorders at no cost to Washoe County as well.; and 2) Mr. Sylvester concurred that no cost would be charged for the recorder at the Washoe County facility in Reno, and include the IP radio updates needed to the other recorders at no cost as well. However, Exacom cannot commit to any additional warranty period or anything else on the other recorders, since they have not exhibited these issues like the recorder in Reno.”

It was moved by Member Brown, seconded by Member Maples, to approve the November 21, 2013, meeting minutes with the following amendment to page 6: modify the motion to include: 1) “Technology Services and PSAP (Public Safety Answering Point) personnel will work with Exacom and provide updates on progress being made on the issues to include no cost for the recorder at the Washoe County facility and include IP radio updates needed to the other recorders at no cost to Washoe County as well.; and 2) Mr. Sylvester concurred that no cost would be charged for the recorder at the Washoe County facility in Reno, and include the IP radio updates needed to the other recorders at no cost as well. However, Exacom cannot commit to any additional warranty period or anything else on the other recorders, since they have not exhibited these issues like the recorder in Reno.”

5. REVENUE/PAYABLES AND ENDING FUND BALANCE REPORTS [For possible action] – A review, discussion and possible action to accept the Revenue/Payables and Uncommitted Ending Fund Balance reports.

Annette Van Der Wall - Washoe County Technology Services, drew attention to the year-end limit report that was included in the handout noting that the Washoe County Comptroller’s Office had indicated a negative balance due to encumbrances calculating on revenue not yet received for this fiscal year, with July – November revenue posted and seven (7) more months of revenue to collect. Revenue is estimated to be close to \$1.6-million, in part to decreased revenues and declining interest rates. It is anticipated that there will be \pm \$560,000.00 left from the FY14 revenue received for costs other than Intrado services (\pm \$1,039,000.00).

Hearing no public comment Chair Meyer asked for a board discussion or a motion.

Responding to Member Brown’s inquiry about whether this referenced the end of the current fiscal year 2013-2014, Ms. Van Der Wall responding in the affirmative.

It was moved by Member Johnson, seconded by Member Brown, to accept the Revenue/Payables and Uncommitted Ending Fund Balance reports as presented. The motion carried: Members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

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- 6. FISCAL YEAR 2014/2015 BUDGET** [For possible action] – *A review, discussion and possible action to recommend that the BCC (Board of County Commissioners) approve, deny or otherwise modify the proposed 2014/2015 Budget.*

Annette Van Der Wall – Technology Services, provided an overview of the 2014-2015 proposed budget noting that \$25,000.00 had been added for professional services to total \$50,000.00 for project management such as Intrado's GIS (Geographical Information System) Mapping and Tiburon services. Ms. Van Der Wall pointed out that telephone costs had increased by approximately \$28,000.00. Ms. Van Der Wall commented that the City of Reno had a slight increase in their reimbursement request for FY (Fiscal Year) 2014-2015 and that staff continues to work with the budget analyst to determine how much will carry over to FY 2014-2015 from FY 2013-2014.

Member Brown commented that he believes staff was thorough in their review of the budget.

Shawn Tayler – Regional Communications Coordinator, concurred with Member Brown's assessment and noted that Intrado is currently handling a variety of services formerly handled by Washoe County personnel.

Ms. Van Der Wall noted that funding for CodeRed is in place and that there is some funding for Tiburon and ProQA database interface and maintenance.

It was pointed out by Member Johnson that grant funding had been used for the Tiburon upgrade and that hardware had been purchased by the City of Reno. However, if other agencies require upgrades to other equipment such as PCs those requests will be brought forward by the respective agencies.

Responding to Chair Meyer's inquiry about the increased AT&T landline costs, Ms. Van Der Wall explained that the 911 fund has paid for cellular calls for 911 services from Reno, Sparks and Washoe County and the costs are dependent on the number of calls received. Ms. Van Der Wall noted that an additional \$28,000.00 had been added to the budget to cover the AT&T Tariff item that will be discussed under agenda item 9.

Hearing no public comment Chair Meyer asked for board discussion or a motion.

It was moved by Member Brown, seconded by Member Johnson, to recommend that the Washoe County Board of County Commissioners approve the fiscal year 2014-2015 Enhanced 911 budget as presented. The motion carried: Members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

- 7. REQUEST FOR REIMBURSEMENT FOR TECHNICAL RESOURCES TO SUPPORT GIS (Geographic Information System) SERVICES TO SUPPORT E-911** [For possible action] – *A review, discussion and possible action to recommend that Board of County Commissioners (BCC) approve a City of Reno (Nevada) request for reimbursement of projected Fiscal Year 2014-2015 salaries and benefits for one (1) GIS Technician – salary \$55,759.00 and benefits \$26,279.00 and one/half GIS Analyst salary \$44,521.00 and benefits \$20,573.00 for a total reimbursement not to exceed \$147,163.00.*

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Daniel Johnson – City of Reno, provided an overview of the request and explained that GIS (Geographical Information System) personnel do the updates for the dispatch mapping systems and that no changes in the number of personnel from previous years was included in the request. Mr. Johnson explained, in response to an inquiry, that the City of Sparks Centerline data is included and that he does not anticipated the need for additional funding.

Hearing no public comment Chair Meyer asked for a motion.

It was moved by Member Brown, seconded by Member Maples, to recommend that the Board of County Commissioners (BCC) approve the City of Reno (Nevada) request for reimbursement of projected Fiscal Year 2014-2015 salaries and benefits for one (1) GIS (Geographical Information System) Technician – salary \$55,759.00 and benefits \$26,279.00 and one/half GIS Analyst salary \$44,521.00 and benefits \$20,573.00 for a total reimbursement not to exceed \$147,163.00. The motion carried: Members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

- 8. REIMBURSEMENT OF TRAVEL/TRAINING EXPENSES** [For possible action] – *An ongoing review, discussion and possible approval for reimbursement of Travel/Training expenses for the Tiburon Conference September 25, 26 and 27, 2013 for: City of Reno in the amount of \$2,213.50.*

Kelley Odom – Reno ECOMM (Emergency Communications Center), noted that receipts for the reimbursement for the September 25 thru 27, 2013 Tiburon Conference in the amount of \$2,213.50 had been submitted.

Annette Van Der Wall – Technology Services, commented that if approved the matter would be placed on the next BCC (Board of County Commissioners) meeting agenda for approval.

It was moved by Member Maples, seconded by Member Brown, to recommend that the BCC (Board of County Commissioners) approve the reimbursement of Travel/Training expenses for the Tiburon Conference September 25, 26 and 27, 2013 for: the City of Reno in the amount of \$2,213.50. The motion carried: Members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

- 9. AT&T SELECTIVE ROUTER AND PSALI (Private Switch Automatic Location Identification) FEES TO BE IMPOSED FOR REMAINING CARRIERS NOT DIRECT CONNECTED TO INTRADO** [For possible action] – *A review, discussion, and possible action regarding future payments to AT&T for agencies that have not yet transitioned to the Intrado system.*

Tony Kiriluk – IT Manager, Technology Services, recalled the previous presentation at the November 21, 2013, meeting and noted that an AT&T representative (Mike Pratt) was present at today's (January 16, 2014) meeting. Mr. Kiriluk explained that the charge for every 1,000 landline telephones under the AT&T Tariff is \$25.00 and that market trends indicate more individuals are moving from

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landlines to cellular. Drawing attention to the PSALI (Private Switch/Automatic Location indicator) issues discussed at the November 21, 2013, meeting, Mr. Kiriluk explained that to reduce the PS/ALI charges it is necessary to Renown to convert to the Intrado system, which they are unwilling to do due to the expense involved. Mr. Kiriluk noted that Renown is the only PS/ALI subscriber that did not convert to Intrado. Mr. Kiriluk explained that the number of landlines is recalculated annually with the fee set for the next calendar year.

Member Maples expressed his concern about the Enhanced 911 Surcharge being used to pay costs for a private business that made a business decision not to convert to the Intrado 911 system.

Mr. Kiriluk explained that while he shares that concern, it appears that under existing AT&T tariff private businesses, including those still using the Selective Router, may be reimbursed from Enhanced 911 Surcharges.

Hearing no other public comment or discussion Chair Meyer asked for a motion.

Responding to Member Johnson's inquiry about the ramifications should Washoe County decide not to pay the charges, Mr. Pratt (AT&T) explained that no 911 services would be discontinued but Washoe County would continue to be billed and most likely be subject to late fees.

Jennifer Gustafson – Deputy District Attorney, asked that she be allowed to research the matter more fully and provide legal guidance at the March 20, 2014, meeting.

It was moved by Member Brown, seconded by Member Maples, to continue consideration of the AT&T Selective Router and PS/ALI (Private Switch Automatic Location Identification) agenda item until the March 20, 2014, meeting pending a review and advice of legal counsel.

Responding to Member Maples inquiry about whether the payment of fees incurred by Renown due to their decision not to transition to the Intrado system had been fully explored, Mr. Kiriluk explained that he had not discussed that particular issue with Sheri Haines and that he will research the matter further.

The motion carried: members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

10. REPORT ON THE TIBURON CONFERENCE [Non-action item] – *An informational update from attendees of the September 2013, Tiburon Conference.* [Continued from November 21, 2013]

Kelley Odom – Reno ECOMM (Emergency Communications Center), noted that Suzy Rogers had submitted her report (copy on file).

There was no discussion of this item.

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- 11. EXACOM UPDATE** [For possible action] – *A review, discussion and possible direction to staff on continuing issues being experienced with the Exacom Recording System.*

Kelley Odom – ECOMM (Emergency Communications Center), drew attention to the event log provided earlier (copy on file), Ms. Odom noted that the recording systems continues to exhibit instability and that Exacom determined in the past week that the system needed to be replaced and would be a priority. To date the installation has not been scheduled.

Hearing no public comment or board discussion asked for a motion.

It was moved by member Johnson, seconded Member Brown, to continue agenda item 11 Exacom Update until the March 20, 2014, meeting with direction to continue tracking issues, determine date of Exacom Recording system replacement, at no cost and ask that the Exacom representative be asked to attend the March 20, 2014, meeting. The motion carried: Members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

- 12. EXACOM RECORDING SYSTEM AND ITEMS RELATED TO RECORDING RADIO TRAFFIC UTILIZING THE VIDA (Voice, Interoperability, Data, and Access) IP (Internet Protocol) Switch Communications System** [For possible action] – *A review, discussion and possible direction to staff regarding current Exacom license renewal and the need to increase existing recording capability by utilizing the VIDA IP Communications System, one time software license cost not to exceed \$38,000.00.*

Shawn Tayler - Regional Communications Coordinator, noted that preparations to add equipment to facility recording from the VIDA (Voice, Interoperability, Data, and Access) IP (Internet Protocol) switch were underway and that the replacement of the recording system by Exacom is pending. Mr. Tayler noted that a software license to record from the VIDA system is being provided at a discounted price with WCRCS (Washoe County Regional Communications System) personnel providing engineering and hookup. The request is funding authorization in an amount not to exceed \$38,000.00.

Member Johnson suggested that Exacom be asked to cover the cost, based on their statement to provide whatever was needed to correct the issues would be made at no cost to Washoe County. Member Johnson also suggested that other items that may be required to make the system function properly should also be reviewed and included in a request to Exacom.

Annette Van Der Wall – Technology Services, noted that a copy of the Exacom maintenance agreement had been distributed and was due in February 2014. Ms. Van Der Wall noted that a failure to pay the \$18,600.00 fee could result in a termination of the maintenance Agreement since the 911 Emergency Response Advisory Committee does not meet again until March 20, 2014.

Member Johnson pointed out that the Exacom Maintenance Agreement was not part of today's (January 16, 2014) meeting agenda and could not be acted on.

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Hearing no additional public comment or board discussion Chair Meyer asked for a motion.

It was moved by Member Johnson, seconded by member Brown, to continue agenda item 12 until the March 20, 2014, meeting and directed Shawn Taylor – Regional Communications Coordinator, to approach Exacom about covering additional costs related to the ongoing Exacom recording issues and then reevaluate the matter at that time. The motion carried: Members Brown, Johnson, Maples and Chair Meyer assenting; and Members Slaughter, Wiecking and Wiley absent.

- 13. 911 EMERGENCY RESPONSE ADVISORY COMMITTEE MEMBER AND/OR STAFF ANNOUNCEMENTS, REQUESTS FOR INFORMATION AND SELECTION OF TOPICS FOR FUTURE AGENDAS** [Non-action item] – *No discussion among committee members will take place on this item. The next regular meeting is scheduled at 1:30 p.m., March 20, 2014.*

The March 20, 2014, meeting agenda may include, but is not limited to: 1) Exacom Maintenance agreement.

- 14. PUBLIC COMMENT** [Non-action item]

There were no public comments.

- 15. ADJOURNMENT** [Non action item]

Chair Meyer adjourned the meeting at 2:14 p.m.

AS APPROVED BY THE 911 EMERGENCY RESPONSE ADVISORY COMMITTEE IN SESSION ON MARCH 20, 2014.